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March 28, 2017

In accordance with Section 20.055(8)(b), Florida Statutes, I am submitting the Annual Report on the activities of the Office of Inspector General for the Fiscal Year of 2016.

The Office of Inspector General is committed to providing leadership in the promotion of accountability and integrity. Over the coming year, it is our goal to continue to work with the Audit Committee, the Board of Directors, and Florida Housing management and staff to promote our mission of "Enhancing Public Trust in Florida's Affordable Housing."

Sincerely,



Christopher T. Hirst  
Inspector General



we make housing affordable

## **Office of Inspector General**

Annual Report  
Fiscal Year 2016

March 28, 2017

Chris Hirst, Inspector General

Enhancing Public Trust in Florida's Affordable Housing

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## Introduction

Section 20.055, Florida Statutes, requires each Inspector General to submit an annual report summarizing its activities during the preceding fiscal year. This report includes, but is not limited to:

- 🏠 A summary of each audit and investigation completed during the reporting period;
- 🏠 A description of significant abuses and deficiencies relating to the administration of programs and operations of the agency disclosed by investigations, audits, reviews, or other activities during the reporting period; and
- 🏠 A description of recommendations for corrective action made by the Office of Inspector General (OIG) during the reporting period with respect to significant problems, abuses, or deficiencies identified.

This annual report summarizes the OIG's activities and accomplishments for FY 2016 (January 1 – December 31).

## Background

Florida Housing Finance Corporation (Florida Housing) was created by the Florida Legislature more than 25 years ago, to help Floridians obtain safe, decent affordable housing that might otherwise be unavailable to them. Florida Housing is a public corporation of the State of Florida and is considered to be a financial institution. Additionally, Florida Housing is not a department of the executive branch of state government, but is an instrumentality of the State.

Today, Florida Housing continues its mission by increasing affordable housing opportunities and ensuring that its programs are well matched to the needs of those served. As such, Florida Housing continues to work with federal, state and local governments, non-profits, elected officials, and others to help spread the importance of affordable housing in Florida's communities.

In 2000, Florida Housing re-established the internal audit function and in 2011, Sections 20.055 and 420.506, Florida Statutes, were amended to create the OIG within Florida Housing.

## Office of Inspector General

The OIG is an essential component of Florida Housing providing independent, objective assurance and consulting services designed to add value and improve operations.

The OIG serves as a central point of coordination and is responsible for activities that provide accountability, integrity, and efficiency. This is accomplished by the OIG conducting independent audits, investigations, and other accountability activities. The OIG's purpose is to promote economy and

efficiency and to prevent and detect fraud, waste, and abuse in programs and operations carried out or financed by Florida Housing.

The OIG ensures effective coordination and cooperation between the Florida Auditor General, the Office of Program Policy Analysis and Government Accountability (OPPAGA), federal auditors, and other governmental bodies to ensure efficiency and avoid duplication of services.

Pursuant to statute, the OIG has full, free, and unrestricted access to all Florida Housing activities, records, data, and property, and may request any other information deemed necessary to carry out audit assignments or investigative needs. The unrestricted access ensures audits, investigations, and other activities are independent.



### Statutory Requirements

As outlined in Section 20.055, Florida Statutes, the specific duties and responsibilities of the Inspector General include:

- 🏠 Providing direction for, supervising, and coordinating audits, investigations, and management reviews relating to the programs and operations of the agency;
- 🏠 Keeping the agency head [the board of directors of Florida Housing] informed of fraud, abuses, and deficiencies relating to programs and operations administered or financed by the agency, recommending corrective actions concerning fraud, abuses, and deficiencies, and reporting on the progress made in implementing corrective action;
- 🏠 Reviewing the actions taken by the agency to improve program performance and making recommendations for improvement;
- 🏠 Conducting, supervising, and coordinating activities that promote economy and efficiency and prevent or detect fraud, waste, and abuse;
- 🏠 Ensuring effective coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies;
- 🏠 Reviewing rules relating to programs and operations and making recommendations regarding impact;
- 🏠 Assessing the reliability and validity of information provided on performance measures and standards and making recommendations as needed; and
- 🏠 Ensuring an appropriate balance between audit, investigative, and other accountability activities.














## Professional Standards

Pursuant to Section 20.055, Florida Statute, the OIG is required to:

-  Comply with the *General Principles and Standards for Offices of Inspector General* as published and revised by the Association of Inspectors General.
-  Conduct audits in accordance with the current *International Standards for the Professional Practice of Internal Auditing* as published by the Institute of Internal Auditors, Inc., or, where appropriate, in accordance with generally accepted governmental auditing standards.



## Professional Certifications

Current staff members hold the following certifications:

-  Certified Authorization Professional (1)
-  Certified Fraud Examiner (3)
-  Certified Government Audit Professional (1)
-  Certified Government Financial Manager (1)
-  Certified Information Systems Auditor (1)
-  Certified Information Systems Security Professional - Information Systems Security Management Professional (1)
-  Certified Inspector General (2)
-  Certified Inspector General Auditor (3)
-  Certified Inspector General Investigator (1)
-  Certified Internal Auditor (1)
-  Certified Public Accountant (1)
-  Certified Public Manager (2)
-  Notary Public (4)

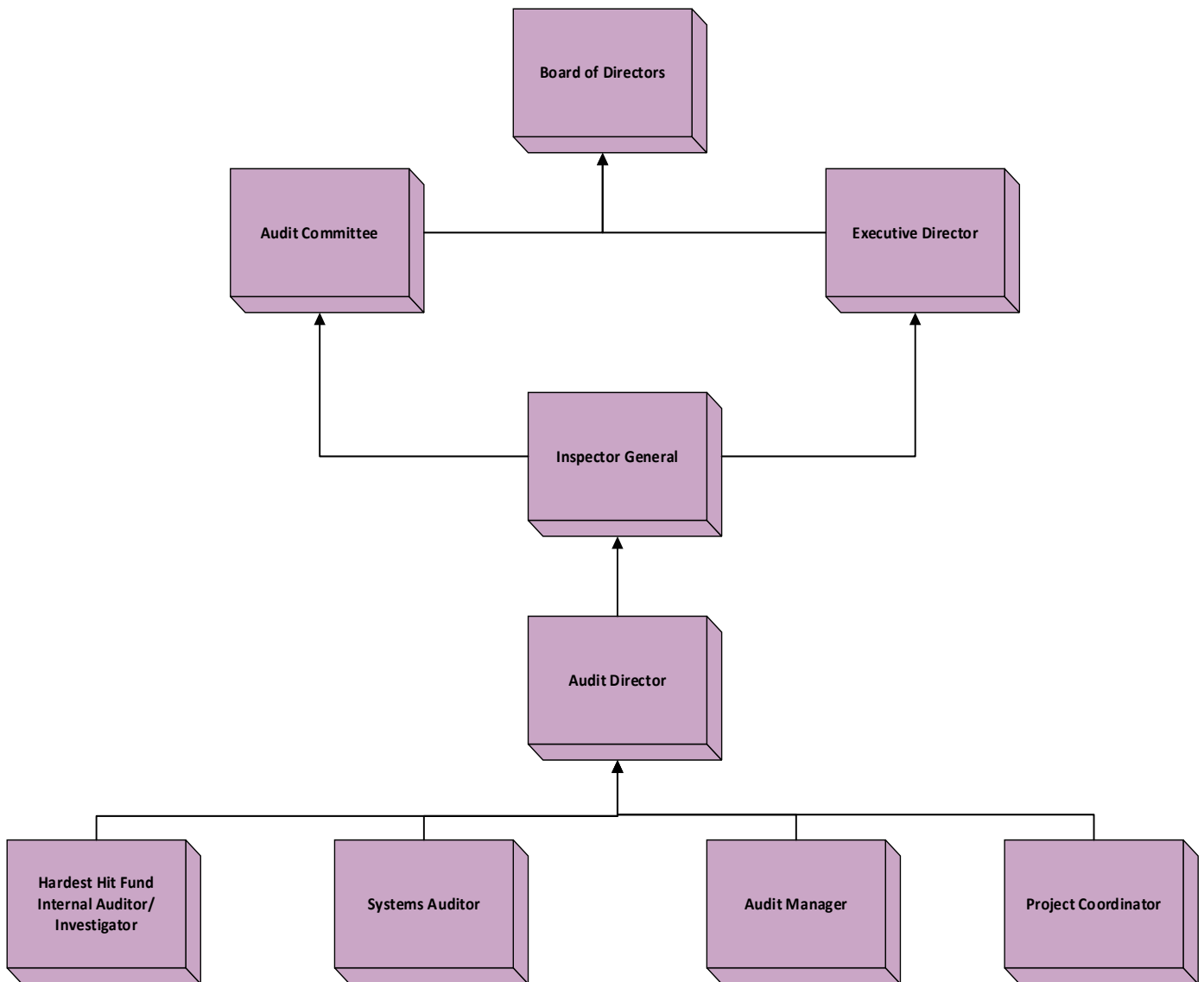
## Professional Organizations

Current staff members belong to the following organizations:

-  Association of Certified Fraud Examiners (ACFE)
-  Association of Government Accountants (AGA)

- 🏢 Association of Inspectors General (AIG)
- 🏢 Federal Bureau of Investigation National Academy (FBINA)
- 🏢 Florida Society of Certified Public Managers (FSCPM)
- 🏢 Institute of Internal Auditors (IIA)
- 🏢 Information Systems Audit and Control Association (ISACA)
- 🏢 International Information Systems Security Certification Consortium ((ISC)<sup>2</sup>)
- 🏢 State Law Enforcement Chiefs' Association (SLECA)
- 🏢 InfraGard (A partnership between the FBI and the private sector dedicated to improving national security.)

## Organizational Chart







## Investigations

### Investigative Section

The Investigative Section's primary responsibility is initiating, conducting and coordinating investigations that are designed to detect, deter, prevent and eradicate fraud, waste, abuse, mismanagement, misconduct and other abuses within Florida Housing and the contracted entities of Florida Housing.





The OIG typically receives complaints or requests for assistance from the Office of the Chief Inspector General, Florida Housing or Contracted Agency employees, and the general public via website complaint form submission, telephone, letter, fax, or email. The OIG received a total of **106** complaints or requests for assistance during 2016. Complaints received by the OIG are reviewed and either investigated, referred, or resolved.

Of the total number of complaints or requests for assistance reviewed<sup>1</sup>:

-  **34** were resolved by the OIG;
-  **18** were non-jurisdictional and were referred to the appropriate entity;
-  **53** were referred to Florida Housing management for resolution as deemed appropriate; and
-  **19** were opened for investigative review, investigation, or management review.

Staff initiate internal investigations or management reviews when violations of rule, statute, policy and/or contract requirements are alleged, including those filed under the Whistle-blower's Act.<sup>2</sup> While internal investigations are administrative in nature, criminal violations are often discovered during the investigative process. When a determination is made that a potential criminal violation has occurred, the investigation is coordinated with the Florida Department of Law Enforcement (FDLE), the applicable State Attorney's Office, or other appropriate law enforcement agency for criminal prosecution.

### Investigations

-  **10** complaints were opened for investigative review
-  **9** complaints were opened for investigation
-  **3** investigations were referred to the appropriate law enforcement agency
-  **4** investigations were completed

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<sup>1</sup> The total number of reviews also includes complaints or requests for assistance received in previous fiscal years.

<sup>2</sup> The Whistle-blower's Act, §112.3187-112.31895, F.S., is intended to protect current employees, former employees, or applicants for employment with state agencies or independent contractors from retaliatory action. Whistle-blower designation is determined by the OIG in consultation with the Governor's Chief Inspector General's office. If a complaint meets whistle-blower criteria, the whistle-blower's identity is protected from release and an investigation is conducted pursuant to §112.3189, F.S.



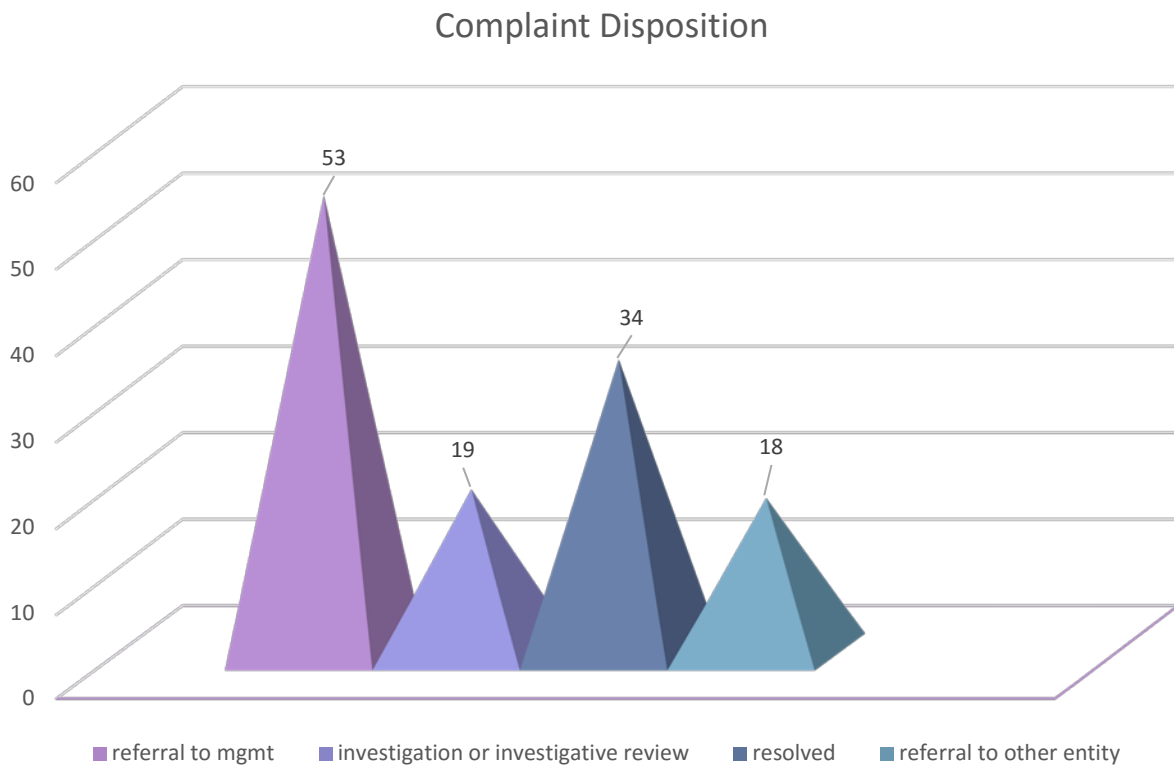
**Final Investigative Reports**

Final reports are distributed to the Audit Committee, the Executive Director, and others as needed for review, resolution, and any needed actions. Final investigative reports are also distributed to program leadership responsible for the employee or program investigated for appropriate personnel actions or recommended policy changes. Additionally, the final reports are posted on the Florida Housing website. (<http://www.floridahousing.org/AboutUs/OfficeOfInspectorGeneral/>)

**Recommended Corrective Actions**

Based on the investigative findings, the OIG may make recommendations in the form of a corrective action. The recommendations are for the purpose of process improvement and are made to Florida Housing management or contracted providers. The recommendations are tracked by the OIG.

The following chart provides a comparative analysis of the disposition of complaints handled by the OIG in Fiscal Year 2016.



## **Summary of Investigations and Corrective Actions Completed During FY 2016**

### **140114-01**

**Allegation:** A Hardest Hit Fund (HHF) Program recipient failed to report rental income while receiving financial assistance through the program.

**Finding:** Supported

**Corrective Action:** The investigation was coordinated with the Florida Department of Law Enforcement (FDLE) who presented it to the State Attorney's Office (SAO) in Jacksonville. The SAO declined to pursue the Arrest Warrant, based on:

4. Prior to the warrant being executed, this Office was advised by FDLE Agent M. Pentolino that he had been advised by the Florida Housing Finance Corp., OIG, that the individual assigned to assist the suspect with filing-out and filing the required documentation (quarterly statements) was terminated for falsifying documentation for the HHF payments (supplemental income)..
5. Because the State would be required to rely on an employee who was terminated based on the falsification of records, the State will close this matter accordingly and the Arrest Warrant will not be submitted. There is an improbability of conviction.

The OIG forwarded the investigative report to the U.S. Treasury in accordance with HHF procedures.

### **150520-01**

**Allegation:** (1) A Hardest Hit Fund (HHF) Program contracted entity did not properly disclose that one of their employees as a HHF Principal Reduction (PR) co-applicant, which resulted in a conflict of interest issue. (2) The HHF contracted entity either ignored or the co-applicant failed to disclose potential bank accounts and other related sources of income as required by the HHF PR Advisor Manual.

**Finding:** (1) Supported (2) Supported

**Corrective Action:** The investigation was coordinated with the Florida Department of Law Enforcement. FDLE advised that they would not initiate a criminal investigation and stated, "The evidence provided cannot prove all legally required elements of the crime alleged and is insufficient to support criminal prosecution." The OIG found several issues of concern related to the contracted entity's compliance with the HHF program and contractual requirements.

- Policies should be revised to ensure that the administrator password is never shared.
- The policy should require that all conflicts of interest be brought to the attention of the contracted entity's HHF Administrator. The HHF Administrator should be the one to report the conflict of interest to HHF management.
- The policy does not clearly define that co-workers or independent contractors of the contracted entity, applying for HHF, as being a "Conflict of Interest". Additionally, the policy does not indicate how a conflict of interest should be reported both internally and externally.
- HHF fliers with the contracted entity's referral codes were and continue to be disseminated to staff at meetings and staff are encouraged to use them as information when helping their various clients. Staff and independent contractors with the contracted entity should be reminded not to use the referral codes when applying to HHF for themselves.

- The advisor staff should be provided training with regards to effectively reviewing files and documenting the file process with case notes.
- The policy forbids employees from participating if a conflict of interest, real or perceived, may exist. The policy does not clearly define which relationships would be considered conflicts and it does not require staff to report the conflict of interest. The contracted entity's staff, while receiving training, appear to need follow-up guidance.

Regarding the co-applicants file, the OIG recommends that HHF transfer the file to another advisor agency, if further processing of the file is determined to be appropriate. If the file is further reviewed, applicants' 2014 personal and business related taxes should also be requested to ensure that there are no additional income questions or inconsistencies. The OIG forwarded the investigative report to the U.S. Treasury in accordance with HHF procedures.

#### **160205-01**

**Allegation:** A Hardest Hit Funds (HHF) Program applicant alleged the following regarding an Advisor for the Hispanic Help Center: (1) The advisor purposely delayed her application because of her complaints to the Attorney General's Office and Florida Housing; (2) The advisor mishandled the process; (3) The advisor has a bias towards her; and (4) These alleged actions by the advisor delayed the approval for her HHF Program application by three years. Additionally, the applicant stated that if she had been approved at the beginning, Wells Fargo would not have been in a position to deny funding for her because she would have been within the maximum amounts provided by Hardest Hit.

**Finding:** (1) Not Supported (2) Not Supported (3) Not Supported (4) Not Supported

**Corrective Action:** The OIG recommends that this investigation be closed.

#### **160411-01**

**Allegation:** (1) A Hardest Hit Fund (HHF) Program applicant provided falsified documents and made false statements/certifications on her HHF application about circumstances surrounding her termination of employment with Injury Care Centers (ICC) in order to be found eligible to receive payments from HHF Program funds. (2) The applicant provided falsified documents and made false statements/certifications on her HHF Program application about circumstances surrounding her termination of employment with Dr. Gregory Garamoni, PhD, Ponte Vedra Psychologists, in order to be found eligible to receive payments from HHF Program funds.

**Finding:** (1) Supported (2) Neither Supported Nor Refuted

**Corrective Action:** This investigation was coordinated with the Florida Department of Corrections (FDOC) and the Florida Department of Law Enforcement (FDLE). The FDOC advised that if the applicant was formally charged with an arrest warrant issued, then they would file the appropriate Violation of Probation Report, Affidavit, and Warrant Request with the Duval County Court. The FDLE advised that they would not initiate a criminal investigation because "the case did not meet their investigative strategy." Furthermore, a copy of this report was provided to the FDOC OIG for further review and action deemed appropriate. The OIG had no further recommendations. The OIG forwarded the investigative report to the U.S. Treasury in accordance with HHF procedures.

## Internal Audit



### Internal Audit Section

The Internal Audit Section's primary responsibility is to assist Florida Housing management in determining whether adequate controls exist and risks are mitigated to ensure the orderly and efficient conduct of business. In addition, Section 20.055(2)(a) and (b), F.S., requires a description of activities related to the development, assessment, and validation of performance measures. These activities are integrated into the audit process.

The Internal Audit Section conducted an audit, which included three recommendations for improvement, six management reviews, and two consulting engagements. Coordination and/or follow-up on two external audits and six internal audit projects were completed. The final internal audit report and advisory are posted on the Florida Housing website.



(<http://www.floridahousing.org/AboutUs/OfficeOfInspectorGeneral/>)

As of December 31, 2016, the following corrective actions, for significant recommendations described in previous annual reports, were still outstanding:

-  **Recommendation 1: Training** - The IT policies should be revised to require training of all new employees on all areas of IT security and training of all current employees on significant policy changes. The policies should include a specified timeframe after hiring and after the policy change for the training to occur.
-  **Recommendation 2: Identification of Disciplinary Actions for Policy Violations** - The Corporation should include language in the IT policies addressing how those policies will be enforced and how violations will be handled.

Current Status –

Based on 2016-17 Audit of IT Policies - 3rd Follow-up, the status for significant recommendations described in previous annual reports, are as follows:

-  For recommendation 1- Not completed
-  For recommendation 2- Completed

NOTE: This was the final follow up and is now closed.

### **Assurance Engagements**

Assurance engagements are conducted to provide an independent assessment on governance, risk management, and control processes for Florida Housing. The nature and scope of the assurance engagements are determined by the OIG Internal Audit staff and are performed in accordance with the *International Standards for the Professional Practice of Internal Auditing (Standards)* published by the Institute of Internal Auditors (IIA).

The assurance engagements result in a written report of findings and recommendations, including any response by management. The reports are distributed to the Audit Committee, Executive Director, affected program managers, the Executive Office of the Governor's Chief Inspector General, and the Office of the Auditor General.

### **Consulting Engagements**

Consulting engagements provide assistance to Florida Housing management or staff with the intention of improving specific program operations and/or processes. Consulting engagements are usually performed at the request of management, in which the OIG Internal Audit staff agree upon the nature and scope and management. The engagements are performed in accordance with the *Standards*. The written reports are issued to the affected program management.

### **Management Reviews**

Management Reviews are reviews of programs or processes that do not require a complete audit. These reviews may include compliance reviews of Florida Housing contractors or entities under Florida Housing's oversight. Management reviews result in a written report or a letter of findings and recommendations, including responses by management. The *Standards* are not cited. These reports are typically distributed to the Audit Committee, Executive Director and affected program management. Additionally, certain reports may be sent to the Executive Office of the Governor's Chief Inspector General and to the Office of the Auditor General.

## **Summary of Internal Audit Reports Issued During FY 2016**

### **2016-19 – Audit of the IT Disaster Recovery Process**

In accordance with the OIG's Annual Audit Plan for Fiscal Year 2016, an Audit of the IT Disaster Recovery Process was conducted. Florida Housing has a responsibility to safeguard the release of information in a public document that might expose potential IT security vulnerabilities. Internal Audit follows guidance provided by Section 282.318, F.S., providing that findings related to IT security should be considered confidential information and exempt from public disclosure.<sup>3</sup>

## **Summary of Reviews Completed During FY 2016**

### **2016-02 – Review of 2015 4<sup>th</sup> Quarter Performance Measures Review**

### **2016-09 – Review of 2016 1<sup>st</sup> Quarter Performance Measures Review**


### **2016-15 – Review of 2016 2<sup>nd</sup> Quarter Performance Measures Review**

### **2016-20 – Review of 2016 3<sup>rd</sup> Quarter Performance Measures Review**

Section 20.055, Florida Statutes, requires that the OIG perform a validity and reliability assessment of the agency performance measures and, if needed, make recommendations for improvements. The Florida Housing Performance Measures Reports, prepared pursuant to the Affordable Housing Services Contract with the Department of Economic Opportunity (DEO), are reviewed quarterly. These reports contain data pertaining to the performance measures and targets established by Section 420.511(1)(a) through (e), Florida Statutes. The OIG reviewed the performance measure data to ensure its accuracy prior to submission of the report to the DEO Executive Director. Each of the OIG's reviews determined that the reports were accurate and supported by the appropriate documentation.

### **2015-21 – Review of Process for Responding to Public Records Requests**

The OIG conducted a management review of Florida Housing's process for responding to public records requests (PRR). The objectives of this review were to identify applicable laws, rules, and procedures for handling public records requests received by Florida Housing staff. Additionally, to determine the adequacy of controls in Florida Housing's process for receiving, handling, and responding to public records requests, and if necessary, make recommendations to strengthen the existing controls or implement additional measures. The areas needing improvement based on the review were policies and procedures; public records request training and awareness; group email notification versus targeting; and control over email access and search function. As such, the following recommendations were made:

-  The OIG recommended that Florida Housing create a PRR policy and procedure that can be easily accessed by staff when needed. Florida Housing should clearly delineate and document staff's duties and responsibilities related to responding to PRR's.

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<sup>3</sup>Section 282.318(4)(g) Ensure that periodic internal audits and evaluations of the agency's information technology security program for the data, information, and information technology resources of the agency are conducted. The results of such audits and evaluations are confidential information and exempt from s. 119.07(1), except that such information shall be available to the Auditor General, the Cybercrime Office of the Department of Law Enforcement, the Agency for State Technology, and, for agencies under the jurisdiction of the Governor, the Chief Inspector General.

- 🔊 The OIG recommended that Florida Housing continue to provide training to all staff and implement procedures to ensure that training is provided on a periodic basis so staff stay current on the legal requirements. The OIG also recommended that Florida Housing ensure that the Corporation Clerk is properly trained on the requirements of the public records laws and how to redact documents in compliance with those laws.
- 🔊 The OIG recommended that Florida Housing continue to improve the process for identifying the specific program areas and staff that might have the requested records and minimize the use of Corporation-wide group email notification.
- 🔊 The OIG recommended that procedures to ensure there are adequate controls over email access and search, be developed, written, and distributed to applicable staff defining the roles and responsibilities of those that conduct searches of Florida Housing email accounts for PRRs.

### **2016-10 – Data Management Initiative – What Other HFA’s are Doing**

The OIG conducted a consulting engagement, at the request of Florida Housing’s Chief Information Officer (CIO), to determine what other State Housing Finance Agencies (HFA) are doing in the areas of data management and then compared and contrasted this information to current data management efforts being undertaken by Florida Housing. The desired result was to provide a report to the CIO that could recommend improvements in Florida Housing’s existing data management processes based on successes of other HFAs. The areas needing improvement based on the engagement were data management staffing; project management; business modeling; and business process management. As such, the following recommendations were made:

- 🔊 The OIG recommended management consider assigning business unit process subject matter experts within the business units as Business Process Analysts/Data Stewards, and defining the roles, responsibilities, and expectations of the position.
- 🔊 The OIG recommended that the *Data Management Project Proposal* be submitted to the Project Governance Team for evaluation.
- 🔊 The OIG recommended management consider permanently staffing the currently vacant Business Analyst position within ITS and reviving efforts to develop a Business Process Management process and gain executive leadership and Project Governance Team approval and support for implementation. Additionally, the OIG also recommended changing the position title to avoid possible confusion with the Business Process Analysts/Data Steward position title.
- 🔊 The OIG recommended consistent use of and adherence to project management practices across the organization, in order to promote the success of Florida Housing’s data management projects. A key component is the requirement for mutually agreed-upon project roles, expectations, requirements and deliverables and accountability between the business processes and ITS.

**Coordinated External Audit Reports During FY 2016**

Ernst & Young's Audit of Florida Housing's 2015 Financial Statements

Auditor General's 2016 Operational Audit

**Follow-up Reviews Completed During FY 2016**

Project No. 2015-15 – Follow-up on Contract Management Review

Project No. 2016-07 – 2<sup>nd</sup> Follow-up on OIG Audit of IT Policies

Project No. 2016-08 – Follow-up on OIG Audit of Ethical Climate

Project No. 2016-11 – Follow-up on OIG Review of the RFA Process

Project No. 2016-17 – 3<sup>rd</sup> Follow-up on OIG Audit of IT Policies

Project No. 2016-18 – 2<sup>nd</sup> Follow-up on OIG Audit of Ethical Climate



## Special Projects

### **Special Projects and Other Projects**

Services other than assurance engagements, consulting engagements, and management reviews performed by OIG staff members for Florida Housing management or entities outside of Florida Housing, are considered special projects. Special projects may include things such as participation in intra-agency reviews and/or workgroups; or assisting the Governor’s office or the Legislature. Special projects may also include atypical activities that are completed within the OIG such as self-assessments or policy revisions. Two examples of special projects are listed below.

### **Lottery Number Assignments**

**Lottery Number Assignment for RFA 2015-114**  
**Lottery Number Assignment for RFA 2016-101**  
**Lottery Number Assignment for RFA 2016-102**  
**Lottery Number Assignment for RFA 2016-103**  
**Lottery Number Assignment for RFA 2016-104**  
**Lottery Number Assignment for RFA 2016-105**

**Lottery Number Assignment for RFA 2016-106**  
**Lottery Number Assignment for RFA 2016-107**  
**Lottery Number Assignment for RFP 2016-108**  
**Lottery Number Assignment for RFP 2016-109**  
**Lottery Number Assignment for RFA 2016-110**  
**Lottery Number Assignment for RFA 2016-114**

The instructions for various Florida Housing competitive funding programs provide that each request for funding will receive a random lottery number at or prior to the issuance of final scores or ranking. Florida Housing’s, OIG, has a process to assign “lottery numbers” using random numbers generated in Microsoft Excel.

### **Enterprise Risk Assessment and Mitigation**

#### *Background*

Florida Housing’s Strategic Plan includes the following goal: “Establish an environment in which risk assessment and mitigation is integrated into all business practices and decisions.” Currently, Florida Housing does not have a defined, documented process for assessing, identifying, and mitigating risk. While the management and assessment of risk is the primary responsibility of each business unit, the project team is tasked with creating a policy and the related process that will help integrate enterprise risk management into business processes, ultimately creating the “environment” (i.e. corporate culture) sought in the Strategic Plan.

The first phase of the project has been completed. Currently, the project team is working with the Project Governance Team (PGT) to develop a training and implementation program.

### **Risk Assessment and Development of Annual Audit Plan**

In accordance with Section 20.055, F.S., the OIG performed a risk assessment of Florida Housing's programs and activities to assist in the development of the Annual Audit Plan. The risk assessment process included identifying programs and activities performed by Florida Housing; interviewing managers to gather their perspectives on Florida Housing's current risks and exposures; addressing concerns of the Audit Committee members; identifying applicable risk factors (such as compliance risk, financial risk, reputational risk, etc.); and determining the risk ranking for selected programs and activities. The risk ranking of each program and activity was reviewed and evaluated by the OIG and used to develop the Annual Audit Plan.






The 2016 Annual Audit Plan identified the programs and activities to be audited or reviewed. The plan established the priorities of the Internal Audit staff while optimizing the use of internal audit resources and allowing the OIG to add value to Florida Housing. The plan also included audit issues that may be addressed in FY 2017 and FY 2018. The Audit Committee and the Executive Director approved the audit plan.


**Office of Inspector General FY 2016 Internal Audit Projects**

<b>Project Number</b>	<b>Project Type</b>	<b>Project Name</b>	<b>Final Report Issued</b>
2015-04	Consulting Engagement	Review of Compliance and Internal Controls for Foreclosure Counseling Program	Report Issued 6/7/2016
2015-14	Special Project	Monitor Development and implementation of Enterprise Risk Assessment Framework	Closed 4/21/2016
2015-15	Management Review	Follow-up - Contract Management Review	Memo Issued 3/28/2016
2015-21	Management Review	Review of Process for Responding to Public Records Requests	Report Issued 8/4/2016
2015-23	Special Project	2015 Risk Assessment & Development of 2016 Audit Plan	Plan Issued 6/24/2016
2015-24	Special Project	Tracking 2016 Legislation	Closed 4/29/2016
2015-25	Special Project	Coordinating 2016 Auditor General Operational Audit 420.511(5), F.S.	Audit Report Issued 11/16/2016
2016-01	Special Project	OIG Admin (staff meetings, review OIG P&P; annual report, etc.)	Closed 12/30/2016
2016-02	Management Review	Review of 2015 4th Quarter Performance Measures Report	Memo Issued 1/28/2016
2016-03	Special Project	Non-Audit HHF-Related Activities	Closed 12/30/2016
2016-04	Special Project	Random Number Generation for RFAs	Closed 12/30/2016
2016-05	Special Project	Non-HHF Investigative Assistance	Closed 12/30/2016
2016-06	Special Project	Assistance Re: SHIP	Closed 12/30/2016
2016-07	Management Review	Follow-up on OIG Audit of IT Policies	Memo Issued 3/28/2016
2016-08	Management Review	Follow-up on OIG Audit of Ethical Climate	Memo Issued 3/28/2016
2016-09	Management Review	Review of 2016 1st Quarter Performance Measures Report	Memo Issued 4/28/2016
2016-10	Consulting Engagement	Data Management Initiative - What Other HFAs Are Doing	Report Issued 9/14/2016
2016-11	Management Review	Follow-up on OIG Review of RFA Process	Memo Issued 11/1/2016
2016-12	Special Project	Coordinate E&Y Financial Statement Audit	Audit Report Issued 6/13/2016
2016-13	Special Project	Assist EOG-CIG: Opa-locka Financial Emergency Oversight Board	In Progress
2016-14	Audit	Tentative HHF Project	Closed 9/30/2016
2016-15	Management Review	Review of 2016 2nd Quarter Performance Measures Report	Memo Issued 7/27/2016
2016-16	Management Review	Review of IT Incident Response	Memo Issued 8/15/2016
2016-17	Management Review	3rd Follow-up on OIG Audit of IT Policies	Memo Issued 12/30/2016
2016-18	Management Review	2nd Follow-up on OIG Audit of Ethical Climate	Memo Issued 11/3/2016
2016-19	Audit	Audit of IT Disaster Recovery Process	Report Issued 12/29/2016
2016-20	Management Review	Review of 2016 3rd Quarter Performance Measures Report	Memo Issued 10/26/2016
2016-21	Special Project	2016 Risk Assessment & Development of 2017 Audit Plan	In Progress
2016-22	Special Project	Coordinate response to SIGTARP request	In Progress
2016-23	Management Review	Review of Carlisle	In Progress

## OIG Initiatives

Since the start of the 2016 fiscal year, the OIG has begun several projects to improve the efficiency and effectiveness of the office. The OIG is working diligently to meet its statutory mandates and fulfill its mission of “Enhancing Public Trust in Florida’s Affordable Housing.” These projects include:

-  The OIG, in collaboration with the Office of General Counsel, conducted several training sessions on Fraud and Ethics for all Florida Housing staff members.
-  The OIG created an Outreach presentation that will explain the “ins and outs” and statutory requirements of the office. All Florida Housing staff members were invited to this training, which was held as a Lunch and Learn.
-  The OIG will continue to act as the liaison for the Auditor General’s 2016 Operational Audit of Florida Housing.
-  The OIG will continue to work with the Governance Committee to monitor the implementation and effectiveness of the Enterprise Risk Management process.
-  The OIG applied to the Commission for Florida Law Enforcement Accreditation (Commission) and subsequently underwent a mock assessment and a full on-site assessment. The Commission’s on-site assessors gave a favorable review and recommendation at the completion of the on-site assessment. The official outcome will be announced at the Spring 2017 Florida Police Accreditation Coalition (FLA-PAC) conference in February 2017.

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This report was prepared by the Office of Inspector General at the Florida Housing Finance Corporation, in compliance with Section 20.055(8)(b), Florida Statutes, which states: *The inspector general of the Florida Housing Finance Corporation shall, not later than 90 days after the end of each fiscal year, prepare an annual report summarizing the activities of the office of inspector general during the immediately preceding fiscal year.*



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